

## COMMONWEALTH of VIRGINIA Department for the Aging

Jay W. DeBoer, J.D., Commissioner

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## Department for the Aging

Jay W. DeBoer, J.D., Commissioner

## **MEMORANDUM**

**TO:** Executive Directors - Area Agencies on Aging

AAA Information and Referral\Assistance Staff

**FROM:** Faye D. Cates, MSSW, Human Services Program Coordinator

**DATE:** June 15, 2004

SUBJECT: 2004 NATIONAL AGING I&R/A SYMPOSIUM PRESENTATIONS ON

**WEB SITE** 

The 2004 National Aging I&R/A Symposium, presented by the National Aging Information & Referral Support Center, was held May 3-6, 2004, in conjunction with the Alliance of Information & Referral Systems (AIRS) Annual Training & Education Conference in Norfolk, Virginia. Each year the symposium provides the opportunity for information specialists to share information and ideas and learn what their colleagues are doing.

Presentations from the 2004 Symposium are now available online at the National Aging I&R Support center web site:

http://www.nasua.org/informationandreferral/2004symposium.htm

AIRS will also have a link to the section on their site. Please share this information with your I&R\A specialists.

## Department for the Aging

Jay W. DeBoer, J.D., Commissioner

#### **MEMORANDUM**

**TO:** Executive Directors

Area Agencies on Aging

FROM: Carol Cooper Driskill

**Program Coordinator** 

**DATE:** June 15, 2004

**SUBJECT: Disability and Emergency Preparedness** 

The National Organization on Disability, in partnership with the U.S. Department of Homeland Security and the National Capital Region, announces a Conference on Emergency Preparedness for People with Disabilities, to be held in Arlington, Virginia on September 22-24, 2004.

This conference is the first to focus on disaster preparedness, response, and recovery specific to the unique emergency needs of people with disabilities. High-level authorities from the emergency management, disability, and special needs communities, government agencies, private business, and the service, advocacy, and care networks will be at this forum to share and learn about each other's experiences, resources, and best practice models.

Further information on the conference, including a detailed agenda, list of speakers, and hotel and registration information, will be posted at <a href="http://www.nod.org/emergency">http://www.nod.org/emergency</a> as it becomes available.

## Department for the Aging

Jay W. DeBoer, J.D., Commissioner

## **MEMORANDUM**

**TO:** Executive Directors - Area Agencies on Aging

**FROM:** Faye D. Cates, MSSW, Human Services Program Coordinator

**DATE:** June 15, 2004

SUBJECT: VDA SCHOLARSHIPS TO AREA AGENCIES ON AGING FOR

VIRGINIA FORUM FOR MALE CAREGIVERS

The Department for the Aging will provide three (3) scholarships to the area agencies on aging for male caregivers to attend the Virginia Forum For Male Caregivers, July 20, 2004, at the Holiday Inn Select in Richmond. These scholarships are for the AAAs who are not recipients of the male caregiver grant. The recipients of the grant are PSAs 19, 20 and 21.

The scholarships will allow you to sponsor 3 male caregivers in your service area. The scholarship will cover the costs of the registration fee and one night stay at Holiday Inn Select, the evening before the forum, July 19, 2004. You should work with your care coordination staff and in-home care staff to identify male caregivers who might benefit from these scholarships. We hope you will have staff attending the forum who can provide transportation where needed. Also you are advised to use Title E-III funds to provide respite services to care recipients, allowing the male caregivers time to attend this forum. The forum is designed to provide information about community resources that will assist the caregiver.

## **Procedure For Processing AAA Scholarships**

- 1. Submit a completed registration form for each male caregiver your will sponsor. In the upper right-hand corner of the first page of the registration form write" Scholarship PSA \_\_\_, and enter your PSA number. The registration form is on the VDA web site under "News." Fax the form to me at (804) 662-9354 by July 12.
- 2. For male caregivers requesting overnight accommodations, please complete the attached hotel reservation form and fax to me at (804) 662-9354, by July 5, cut-off date for the forum's group rate. I will make all reservations and have them bill to VDA. Per hotel policy, reservations must be made at least 14 days prior to arrival, which is June 22, 2004.

You have a short window of time to identify your male caregivers and particularly, which ones will want a hotel room. We need your help in making this a successful event for Virginia's male caregivers of people age 60 and older --- the first of its kind to be held in the state. So please make this a priority and assign this to staff who can facilitate the process, including completing the registration form and faxing it to me. Thank you for your assistance in this matter.

## **VIRGINIA FORUM FOR MALE CAREGIVERS Hotel Reservation Form For Scholarship Recipients**

Please complete this form for <u>each</u> AAA scholarship recipient who is requesting a hotel room.

Hotel Reservations for AAA:	
AAA Contact and Phone Number:	
Male Caregiver Name:	
Address:	
Telephone Number: ( )	
Handicap Accessible Room: Yes	
Anticipated Arrival Time: July 19, 2004	
Check –in time is 3:00 p.m.	Check-out time is 11:00 a.m. or before

Complete the hotel reservation form and fax to: Faye Cates, Human Services program Coordinator Virginia Department for the Aging (804) 662-9354

Ms. Cates should be informed immediately if this room reservation is to be canceled, so the department is not charged the cost of the room.

(804) 662-9310

faye.cates@vda.virginia.gov

## Department for the Aging

Jay W. DeBoer, J.D., Commissioner

## **MEMORANDUM**

**TO:** Executive Directors

Area Agencies on Aging

**FROM:** Tim M. Catherman

Deputy Commissioner, Support Services

**DATE:** June 15, 2004

**SUBJECT:** Virginia Aging and AoA in the News

Below are Virginia Aging or AoA related articles that have occurred since last week's Tuesday E-mailing. These links do not require a paid service; however, some (like the Washington Post, etc.) ask a brief survey or registration. Please note some links are time sensitive and can change daily.

If you aware of articles that I am missing, please e-mail me a link for inclusion next week.

#### **VDA** in the News

GOVERNOR Warner Kicks Off 14th Year of Fan Care for Elderly in ...

Yahoo News (press release) - USA

... Fan Care by mailing a check in any amount to the nearest Area Agency on Aging. ... wishing to become Fan Care partners should contact the Virginia Department for ...

<a href="http://biz.yahoo.com/prnews/040609/dcw034">http://biz.yahoo.com/prnews/040609/dcw034</a> 1.html>

STATE to renew fans for the elderly program

Richmond.com - Richmond, VA, USA

... the Fan Care program hit a milestone – having distributed 20,000 fans since the program began," said Jay DeBoer, Commissioner of the Virginia Department for ...

<a href="http://www.richmond.com/News/output.cfm?ID=3066080&vertical=News">http://www.richmond.com/News/output.cfm?ID=3066080&vertical=News></a>

#### Virginia AAAs In the News

PLANNING underway for Remote Area Medical expedition

Coalfield Progress - Norton, VA, USA

... laboratory tests, transportation expenses for buses from Mountain Empire Older Citizens, tent rental ... of Norton, past-District Governor of the Virginia Lions Club ...

<a href="http://www.zwire.com/site/news.cfm?BRD=1283&dept">http://www.zwire.com/site/news.cfm?BRD=1283&dept</a> id=158550&newsid=11889367&PAG=461&rfi=9>

ASSISTANCE program helps seniors beat the heat New River Valley Current - Christiansburg, VA, USA

## Aging In The News Page 2 of 2

... online for the Medicare prescription drug discount program. ... Funeral Consumers Alliance of the Virginia Blue Ridge ... New River Valley Agency on Aging: Assistance ... <a href="http://www3.roanoke.com/news/nrv%5C6089.html">http://www3.roanoke.com/news/nrv%5C6089.html</a>

NEW Medicare prescription benefits puzzle many, save some money Hopewell News - Hopewell,VA,USA ... some use out of the program, according to Angela Flowers of the Crater District Area Agency on Aging. She's coordinator for the Virginia Insurance Counseling ...

<a href="http://www.hopewellnews.com/HOPEWELLNEWS/sites/HOPEWELLNEWS/0633edition/myarticles9933">http://www.hopewellnews.com/HOPEWELLNEWS/sites/HOPEWELLNEWS/0633edition/myarticles9933</a> 47.asp?P=993347&S=585&PubID=16126>

### NURSING assistants get praise

Charlottesville Daily Progress - Charlottesville, VA, USA

... for themselves," said Cheryl Cooper, with the Jefferson Area Board for Aging. ... Ridge, Sharon Reaves with the University of Virginia's Otolaryngology ...

<a href="http://www.dailyprogress.com/servlet/Satellite?pagename=CDP%2FMGArticle%2FCDP\_BasicArticle&c=MGArticle&cid=1031775974916&path=!news">http://www.dailyprogress.com/servlet/Satellite?pagename=CDP%2FMGArticle%2FCDP\_BasicArticle&c=MGArticle&cid=1031775974916&path=!news></a>

#### Staunton News Leader - Staunton, VA, USA

... be eligible for a program, an individual must live in Virginia, be age ... made by mailing a check in any amount to Valley Program for Aging Services Inc., 325 ...

<a href="http://www.newsleader.com/news/stories/20040612/localnews/629709.html">http://www.newsleader.com/news/stories/20040612/localnews/629709.html</a>

#### Skip the Pig Story read Driven to Help

Hampton Roads Daily Press - Newport, VA. USA

...Bay Aging, The Peninsula Agency on Aging, serving Newport News ... of the James drivers are in slightly better shape, since Senior Services of Southeast Virginia provides a ...

<a href="http://www.dailypress.com/news/columnists/dp-22891cm0jun15,0,2907685.column?coll=dp-news-columnists">http://www.dailypress.com/news/columnists/dp-22891cm0jun15,0,2907685.column?coll=dp-news-columnists</a>

## **AoA News From Around the Nation**

SENIORS advised on dealing with Medicare card fraud

Gary Post Tribune - Gary, IN, USA

Representatives from Indiana's Senior Examining Service Provider (ESP) and the federal government's Administration on Aging came to Northwest Indiana ... < <a href="http://www.post-trib.com/cgi-bin/pto-story/news/z1/06-09-04">http://www.post-trib.com/cgi-bin/pto-story/news/z1/06-09-04</a> z1 news 16.html>

## Department for the Aging

Jay W. DeBoer, J.D., Commissioner

#### **MEMORANDUM**

**TO:** Executive Directors

Area Agencies on Aging

FROM: Carol Cooper Driskill

**Program Coordinator** 

**DATE:** June 15, 2004

SUBJECT: June is Home Safety Month

June is Home Safety Month and a time to focus on ways to prevent unintentional injuries in the home. The Disease Prevention and Health Promotion Service Standard includes: Home injury control services, including screening of high-risk home environments and provision of educational programs on injury prevention (including fall and fracture prevention) in the home environment.

Each year in the United States, there are an average of nearly 20,000 deaths and 21 million medical visits due to unintentional injuries suffered at home, according to *The State of Home Safety in America*™ report. "Keeping loved ones safe at home requires a daily commitment," said Home Safety Council president Meri-K Appy. "We want families across America to realize that a safe home is in their hands and to put that awareness into action each and every day."

"Safety is severely overlooked in American homes, yet the potential for injury and even death is very real," said Appy. "Fortunately, injuries are highly preventable when people understand the dangers in their homes and take the simple steps necessary to avoid them. During Home Safety Month and all year long, we're working hard to help families make safety a top priority."

The Home Safety Council has a redesigned and interactive Web site www.homesafetycouncil.org that offers home safety information, tips, checklists and

SUBJECT: June is Home Safety Month Page 2 of 2

resources to help raise awareness and promote action. It's designed to meet the needs of a broad range of users. The new Home Safety Council Web site includes:

- A personalized home safety checklist that can be generated based on the user's own home and family.
- Home safety tips on topics ranging from fire safety and poison prevention to kitchen safety and home security.
- Downloadable brochures, posters and handouts.
- Spanish language versions of select materials.
- Expert Network with a variety of teaching tools. Go to <a href="http://www.homesafetycouncil.org/expert">http://www.homesafetycouncil.org/expert</a> network/expertnetwork.aspx and click on the Resources box

The Home Safety Council is a 501(c)(3) nonprofit organization dedicated to helping prevent medical visits that occur each year from unintentional injuries in the home. Through national programs and partners across America, the Home Safety Council works to educate and empower families to take actions that help keep them safe in and around their homes. To learn more about the Council's programs, partnerships and resources, visit the Home Safety Council at <a href="https://www.homesafetycouncil.org">www.homesafetycouncil.org</a>.

This information was excerpted from a June 1, 2004 press release Home Safety Council Calls Americans to Action for Home Safety Month: Safety Tools and Resources for Families Launch in June.

## Department for the Aging

Jay W. DeBoer, J.D., Commissioner

#### **MEMORANDUM**

**TO:** Executive Directors - Area Agencies on Aging

AAA Information and Referral\Assistance Staff

**FROM:** Faye D. Cates, MSSW, Human Services Program Coordinator

**DATE:** June 15, 2004

SUBJECT: ALLIANCE OF INFORMATION & REFERRAL SYSTEMS (AIRS) AGING

INFORMATION AND REFERRAL CERTIFICATION

Congratulations to Helen Winn, MSW, Case Manager, Crater District Area Agency on Aging in Petersburg. She passed the AIRS Aging I&R certification exam at the 2004 AIRS Annual Training & Education Conference/ National Aging I&R/A Symposium in Norfolk, Virginia, held May 3 - 6, 2004. This certification is important because it says those of you who work in aging I&R/A adhere to a certain standard of practice and have specific knowledge, skills and abilities related to the field of practice. For your information, I have attached to this memo a listing of Virginia's Aging Network AIRS certified aging I&R specialists. Some of these people may no longer be with your agency, but were certified while under your employment.

## Virginia Area Agencies on Aging Information and Referral\Assistance Program AIRS Aging I&R Certification

PSA		
1	Judy Miller, Irma Snodgrass, Jody Hamilton – <b>Aging I&amp;R Certification</b> , January 2003, Asheville NC; Kim Gibson and Leigh Ann Kennedy, October 1, 2003, Gatlinburg TN  • Mt. Empire Older Citizens, P. O. Box 888, Big Stone Gap VA 24219	5
	Wit. Empire Older Citizens, 1. O. Box 666, Big Stone Gap VA 24217	1
8A	Linda Cotton, AIRS Generic I&R certified, Elliott City, MD, May 22, 2003. Certification: May 9, 2003 – May 9, 2005,  • Alexandria Area Agency on Aging, 2525 Mt Vernon Avenue Unit 5 Alexandria VA 22301-1159	
8C	Christie Elliott, <b>Aging I&amp;R Certification</b> , Elliott City, MD, May 22, 2003.  • Fairfax Area Agency on Aging, 12011 Government Center Parkway, Suite 720, Fairfax VA 22035	1
8D	Mary Jane Barney-Butler, Debra Mobley, October 1999, Fairfax and April 25, 2003,  Aging I&R Certification, Staunton at VAIRS Conference, April 24-25, 2003  Loudoun County Area Agency on Aging, P. O. Box 7000, Leesburg VA 20177	2
10	Joyce Gentry, April 25, 2003, <b>Aging I&amp;R Certification</b> , Staunton at VAIRS Conference, April 24-25, 2003.  • Jefferson Area Board For Aging, 674 Hillsdale Drive, Suite 9 Charlottesville VA 22901	1
13	Linda Gage, April 3, 2002, <b>Aging I&amp;R Certification</b> ,, United Way, Richmond, VA.  • Lake Country Area Agency on Aging, 1105 West Danville Street South Hill VA 23970-3501	1
17/18	Rebecca Morgan <b>Aging I&amp;R Certification</b> (certified while working at PSA 21. Does not work I&R at PSA 17/18.  • Bay Aging , P. O. Box 610, Urbanna VA 23175-0610	1
19	Helen Winn, Care Coordination Manager, <b>Aging I&amp;R Certification</b> May 3-6, 2004 – Annual AIRS/.National Aging I&R Symposium, Norfolk VA  • Crater District Area Agency on Aging, 23 Seyler Drive, Petersburg VA 23805	1
20	Evie Angelique, Charles Graves, Gudron Hile, Christa Mayfield – September 3, 2002,  Aging I&R Certification, United Way, Richmond VA  • Senior Services of Southeastern Virginia  5 Interstate Corporate Center, 6350 Center Drive Suite 101  Norfolk VA 23502-4101	4
	Total	16

Revised: 6/14/04

## Department for the Aging

Jay W. DeBoer, J.D., Commissioner

## **MEMORANDUM**

**TO:** Executive Directors

Area Agencies on Aging

**FROM:** Faye D. Cates, MSSW, Human Services Program Coordinator

**DATE:** June 15, 2004

SUBJECT: REGISTRATION FORM FOR TRAIN THE TRAINER: WHEELCHAIR

SECUREMENT & LIFT OPERATIONS TRAINING

You received an announcement about this training in the June 8, 2004, Tuesday Mailing (Reference # 04-153). Attached is the registration form for the training.

## REGISTRATION FORM FOR

# CTAV TRAIN THE TRAINER WHEELCHAIR SECUREMENT & LIFT OPERATIONS AUGUST 18, 2004 8:00 to 5:00

## AT VRTA IN PURCEVILLE

Registrations should be sent to CTAV by e-mail <a href="CTAV@aol.com">CTAV@aol.com</a> or fax (540) 345-5353.

NAME:			
POSITION:			
AGENCY:			
TELPHONE:			
ADDRESS:			
E-MAIL:			
FAX:			

## Department for the Aging

Jay W. DeBoer, J.D., Commissioner

#### **MEMORANDUM**

**TO:** Executive Directors

Area Agencies on Aging

FROM: Ellen M. Nau, Human Services Program Coordinator

**DATE:** June 15, 2004

SUBJECT: The Ronald Reagan Alzheimer's Breakthrough Act of 2004

Senators Barbara A. Mikulski (MD) and Kit Bond (MO) announced that they will introduce a bill in honor of former President Reagan that will support caregivers of Alzheimer's patients, double the funding for Alzheimer's research at the National Institutes of Health and launch a public education campaign on Alzheimer's research and prevention. In May 2004, the Senators held a hearing on Alzheimer's research in the Senate Health, Education, Labor and Pensions Committee. Experts testified that increased funding for Alzheimer's research at NIH over the next year will aid scientists in making important breakthroughs in discovering methods to detect, prevent and treat Alzheimer's disease.

The Ronald Reagan Alzheimer's Breakthrough Act of 2004 proposes to:

- 1. Strengthen the Federal Government's Commitment to Alzheimer's research through doubling the funding for Alzheimer's research at NIH and holding a National Summit on Alzheimer's Disease that emphasizes research results.
- 2. Provide critical support for caregivers by doubling the funding for the National Family Caregiver Support Program and the Alzheimer's Demonstration Grant Program and giving a tax credit for family caregivers of Alzheimer's patients.
- 3. Initiate a "News You Can Use" campaign to educate the public about advances in Alzheimer's research.

President Reagan's message to the American people addressing the onset of his Alzheimer's disease is attached.



## RONALD REAGAN

## Nov. 5, 1994

Wy Fellow americans,

of the millions of americans who will be affected with algheimen's Disease.

Upon learning this news, Navez a L had to devide whether as private citizen we would keep this a private motter or whether we would make this news known in a proble way.

In the past Nancy suffered from breast canen and I had my cancer surgeries. We found through our open disclosure we were able to raise pursic auranemas. We were happy that as a result many more people underwent teeting. They were treated in early stages and also to return to normal, healtery lives.

So now, we feel it is important to share it with you. In opening our hearts, we hope this might promote greater avareness of this condition. Parhaps it will encourage a cleaner muderatending of the individuals and families who are affected by it.

At the moment of the years Hod ogines me on this lanth doing the things & have always done I will continue to share light formy with my beloved Years and my family. I been to enjoy the great outdoors and stay in touch with my friends and supporters.

Unfortunitely, as algheinera Diesau progresses, the family often break a heavy burden. I only wish there were stand this There were some way brown the Time comes & am fainful expanion. When the Time comes & am confiscant that with your heep she will face it with faith and comage.

In closing by me the great hours of essening me to serve for giving me to serve as your President, When the Sond case me have been whenever that may be, I will whenever that may be, I will leave with the greatest love for this country of leave with the greatest love for this country of leave with the greatest love for this feeture.

I now begin the journey that will lead me into the sunsit of my life. I know that for amorine there raise always been a bright down about.

Thank you my friends. Very Box always Irlands

Spinsonery, Ronald Rangon

## Department for the Aging

Jay W. DeBoer, J.D., Commissioner

#### **MEMORANDUM**

**TO:** Executive Directors

Area Agencies on Aging

**AND:** Nutrition Directors

**FROM:** Carol Cooper Driskill

**Program Coordinator** 

**DATE:** June 15, 2004

**SUBJECT: Gerontology Student Project: Client Satisfaction Surveys** 

Earlier this year, Ms. Judy Jones, a gerontology graduate student at Virginia Commonwealth University, did a project for VDA on client satisfaction surveys used for congregate and home delivered nutrition clients. Most of you (88 percent) completed the survey she developed to gather information from AAA Nutrition Directors.

Attached is the power point presentation developed by Ms. Jones entitled: *Client Satisfaction Surveys of Congregate and Home Delivered Meals in the State of Virginia: A Project for the Department for the Aging Presented By: Judy Jones.* Her project and presentation includes a literature review.

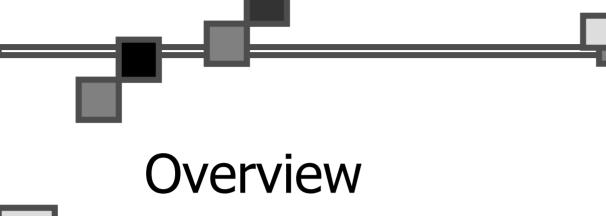
At the time of her project, 68 percent of AAAs indicated they had a survey instrument to determine client satisfaction. Surveys are administered annually or semi-annually. Client response rates ranged from 10 percent to 100 percent. Surveys given over the telephone or in person resulted in higher response rates while mailed surveys yielded lower response rates. Area Agencies on Aging used client satisfaction survey results to improve quality, program or menu planning.

At the time of her project, 86 percent of AAA stated they would like to see VDA develop a client satisfaction instrument and 81 percent stated that would consider using it.

Thank you for working with Ms. Jones and sharing information. Program evaluation continues to be one of my personal interests. Please contact me with any comments.

# Client Satisfaction Surveys of Congregate and Home Delivered Meals in the State of Virginia:

A Project for the Department for the Aging
Presented By: Judy Jones



- The Elderly Nutrition program under Title III & VI authorized by the Older American's Act.
- Administered by the Department of Health and Human Services, Administration on Aging.



- assist the Virginia Department for the Aging in gathering information from the 25 AAA's concerning client satisfaction surveys
- investigate what the research is reporting about developing surveys for older adults
- provide recommendations to include a sample survey.

# Virginia Area Agencies on Aging

- 25 AAA's contacted, requested to complete a survey and send copies of their survey tools.
- Follow up phone calls, e-mails, faxes.
- 88% response rate as of Nov. 21, 2003.
- 14 localities sent copies of their home delivered and congregate meal surveys.

# Summary

- 86% localities would like to see VDA develop a survey instrument.
- 81% of the localities indicated they would consider using a survey instrument if developed by VDA.



# Summary

- 68% indicated they did have a survey instrument to determine client satisfaction.
- Their response rates ranged from 10%-100%.

(Higher response rates for surveys given over the telephone or in person, lower response rates for mailed surveys.)







- Localities indicated that surveys were given annually or semi-annually.
- Clients surveyed by mail, in-person, or by phone.
- Results were used to improve quality, program or menu planning or just reviewed.





## Research Reviews

Peck (2002), Applebaum (2000) and Kane (2000)

- Identify purpose for the survey-quality improvement, policy change, cost effectiveness, program design and implementation, marketing.
- Keep the survey simple and specific. Develop an overall strategy on how the data will be collected and used.
- Surveys are the only tool that allows the participant to have a voice. Surveys can empower clients.



# Other Suggestions

- Avoid distractions.
- Use direct simple questions and response categories.
- Consider other ways to collect data including focus groups, consumer diaries and logs, in-person surveys, telephone surveys and suggestions boxes.





- Allow plenty of time for the interview.
- Make sure the older person can hear and see you.
- Be aware of fatigue by the older person.





# "Designing Effective Survey Methods for Frail Elderly" (2001)

- A Robert Wood Johnson Foundation technical assistance paper.
- Emphasizes the need to have a clear understanding of the purpose and use of the survey and findings.
- Four different uses of a survey include accountability, evaluation, quality improvement and consumer education.



## Constraints to Consider

- INCLUDE people with cognitive impairments-be creative.
- Fatigue, face-to-face.
- Comprehension and literacy levels, faceto-face.
- Social distance of the interviewer.
- Recall of frail elderly.





- Avoid duplication of questions. May be able to get information from another source.
- Consider whether the questions are relevant to the survey.
- Survey should maintain focus and be designed to be specific to the services and population served.





# Survey Implementation

- Face-to-face interviews are best.
- Screen for cognitive impairments, but do not cut them off.
- Ask fewer questions-target the purpose
- Use simple questions with yes/no responses.
- Consider non-traditional approaches.



# Implementation continued

- Rather than proxies, use separate surveys for caregivers etc.
- Interviewer should have strong interpersonal skills and knowledge of frail elderly.



- Interview during peak alertness.
- Yes/no preferred over scales, or other answers.

# Performance Outcome Measures Project (POMP)

- Developed by the AOA
- Nutritional POMP is designed to measure nutritional risk of clients and whether HDM or Congregate meals improve or sustain nutritional status of clients.



## **POMP Review**

- Both the POMP Nutrition Questionnaire for Congregate Meal Clients and HDM is seven pages long and includes questions related to participation, attendance, eating habits and satisfaction with the food.
- At the end of the HDM survey it asks questions about the clients' physical abilities to shop or prepare foods

## **POMP Review**

- These questionnaires are long, however they may be useful tools when trying to come up with question ideas for the development of your own client satisfaction survey.
- Some localities may want to use some of these questions if they have to justify the benefits of their program in order to get additional funding.

# Home Care Satisfaction Survey

- Scott Geron, 2000
- This survey is simple, easy to administer and includes an overall home care satisfaction score in 5 common service areas.
- The survey has been tested to be effective for diverse populations; low income and older home care clients.
- The HCSM can provide an indicator of quality and can be used to indicate changes in satisfaction levels over time and within different agencies.



## RECOMMENDATIONS

- 1) Identify the purpose for doing a survey. Make sure everyone from the Director level to implementer knows why he or she is doing a survey.
- 2) Educate the client about why it is important to hear their voice in the survey process. Maybe a marketing campaign that will lead up to the actual survey.
- 3) Make sure the information gathered is used.

## RECOMMENDATIONS

 Face to face interviews are best, especially if needing to make accommodations. Be flexible in the way the survey is administered and answers are given.

IE. Hearing, vision, cognitive abilities, language barriers, interviewer knowledge and skills.

- 5) Limit the survey to one, no more than two pages.
- Keep the questions simple and focused on the topic.

## RECOMMENDATIONS

- To the second of the second
- 8) If a locality has an extremely large volume of surveys to do, perhaps they can be done on a rotating basis, 25% the first quarter, 25% the second quarter etc.
- 9) When possible make use of students or volunteers to administer the surveys.
- 10) Consider developing a survey with core questions that could be used with home delivered meals sites and change a few of the questions and used with the congregate meals sites.